

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, APRIL 8, 2024  
REGULAR MEETING  
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER  
AT 3031 TORRANCE BL.**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Herring, Kohus, Lohnes, Sasaki, Zygielbaum, Chair Hamada

**2. FLAG SALUTE:**

**3. REPORT OF STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, April 3, 2024.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS**

*This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Speakers please turn off or leave your cellular phone when you come to the podium to speak.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve Civil Service Commission Minutes.**

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of February 5, 2024, February 26, 2024, March 4, 2024, and March 11, 2024. (*Minutes provided to Commission members only, copies available in the Personnel Building*).

**6B. Accept and File Employee Transition Report for March 2024.**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of March 2024.

**6C. Approve the Examination for Assistant Engineer (Public Works).**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Assistant Engineer examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), and Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

## 7. ADMINISTRATIVE MATTERS

### 7A. Deny Protest of Eligible List for Warehouse Supervisor.

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

*Consideration of public employee employment will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.*

### 7B. Deny Protest of Eligible List for Warehouse Supervisor.

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

*Consideration of public employee employment will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.*

### 7C. Deny Protest of Eligible List for Warehouse Supervisor.

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

*Consideration of public employee employment will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.*

## 8. HEARINGS

No Business to Consider

## 9. CLOSED SESSION

No Business to Consider.

## 10. COMMISSION ORAL COMMUNICATIONS

## 11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, April 22, 2024  
at 6:00 p.m.



Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR MARCH 2024**

**RECOMMENDATION:**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of March 2024.

**BACKGROUND/ANALYSIS:**

The Employee Transition Report for March 2024 is attached for your information and review.

Respectfully submitted,



Neyda Afechiga  
Senior Human Resources Technician

CONCUR:



Brianne Cohen  
Civil Service Manager

Attachment: A) Employee Transition Report for March 2024

**EMPLOYEE TRANSITION REPORT  
MARCH 2024**

This report includes all internal promotions, internal transfers, and new hires throughout the City.

**INTERNAL PROMOTIONS**

<b>FROM TITLE</b>	<b>DEPARTMENT</b>	<b>TO TITLE</b>	<b>DEPARTMENT</b>
Maintenance Worker	Public Works	Sanitation Equipment Operator	Public Works
Maintenance Worker	Public Works	Water System Operator I	Public Works
Program Specialist	Community Services	Senior Program Specialist	Community Services

**NEW HIRES**

<b>TITLE</b>	<b>DEPARTMENT</b>
Accountant	Finance
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Instructor I	Community Services
Instructor I	Community Services
Instructor I	Community Services
Instructor I	Community Services
Instructor II	Community Services
Instructor II	Community Services
Library Page	Community Services
Library Page	Community Services
Police Records Technician	Police
Program Coordinator	Community Services
Program Leader	Community Services
Program Leader	Community Services
Water System Operator I	Public Works

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ASSISTANT ENGINEER (PUBLIC WORKS)**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Assistant Engineer examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), and Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Assistant Engineer (Public Works). There is one (1) current vacancy in the Public Works Department due to a promotion.

A revision to the existing class specification is currently in the Meet and Confer process with the Engineers and Torrance Fiscal Employees Association. Until an agreement can be made, the class specification has been reviewed and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (30%), and Panel Interview (70%). Staff conducted an analysis of previous exam components, and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying) and Oral Interview (100%).

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Anaid Navarro  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Assistant Engineer Class Specification



# ENGINEER, ASSISTANT

Class Code:  
3131

Bargaining Unit: Engineers  
Association & Torrance Fiscal  
Employees Association

CITY OF TORRANCE  
Revision Date: Sep 1, 1998

## SALARY RANGE

\$36.47 - \$45.48 Hourly  
\$6,321.47 - \$7,883.20 Monthly  
\$75,857.60 - \$94,598.40 Annually

## DEFINITION:

Under direction, performs professional level engineering work in the development, construction and maintenance of the City's public works and traffic projects; and performs related work as required.

## DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Assistant Engineer is the entry/journey class in the professional level engineering series. Incumbents are distinguished from the Associate Engineer in that the Assistant does not supervise staff and does not have responsibility for managing entire engineering projects and distinguished from technical engineering staff in the level and scope of responsibility exercised and expertise required. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

Receives direction from assigned Associate Engineer or Division Manager and may provide functional supervision to lower-level employees, but this task is ancillary to the primary focus of the classification.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all-inclusive.*

- Designs and develops engineering plans, drawings and specifications, cost estimates, contract provisions, legal descriptions, and maps, ensuring compliance with subdivision policies and local and state codes, ordinances and regulations;
- Maintains accurate and up-to-date project files;
- Prepares general correspondence, reports, newsletters, etc. as required;
- Investigates public complaints and problems and takes appropriate action to resolve complaints and problems;
- Prepares and presents reports and agenda items to the City Council, and City Commissions;
- Coordinates projects with other City departments, agencies and utilities as required;
- Assigns, reviews and coordinates the work of subordinate technical engineering personnel; assists in training lower-level employees;
- Keeps abreast of current engineering principles and practices, technology, regulations and literature that apply to City engineering projects;

**In addition to the above, if assigned to Public Works, performs the following:**

- Prepares reports and requests for proposals for design and construction of public works projects;
- Conducts studies and prepares plans for public works projects;
- May develop procedures for the use of engineering computer applications;
- May provide staff training and technical support in the use of engineering computer applications; acts as liaison to other departments for the electronic permitting system;

**In addition to the above, if assigned to Traffic Engineering, performs the following:**

- Conducts traffic studies and analysis of data related to traffic movement and safety.
- Performs traffic accident analysis related to engineering aspects.
- Prepares plans, estimates and specifications for traffic signal installation, street lighting facilities, intersection channelization, traffic signing and pavement markings, parking facilities and other traffic and transportation projects;
- Reviews plans for roadway construction and off-street development projects for impact on traffic flow and control;
- Prepares reports and requests for proposals for design and construction of traffic engineering projects.

**Examples of Other Duties:**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Receives and responds to public inquiries regarding current or planned projects;
- Attends division and department meetings as required;
- Assists customers at the permit counter as needed;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from a college or university with a Bachelor's degree in civil engineering and one to two years of professional engineering office experience; or possession of a valid Engineer-in-Training certificate and four years of responsible engineering experience.

(Experience or training in CAD applications for computers is desired.)

### **License and/or Certificates**

Must possess and maintain an appropriate, valid California State driver's license.

A valid certificate of registration issued by the California State Board of Registration for Civil and Professional Engineers is desirable.

### **Knowledge of**

- Engineering computer applications currently in use by the City;
- Computer-aided design and drafting principles and techniques;
- Civil Engineering principles and practices as applied to the field of public works;
- Principles and practices of traffic engineering field and office work;
- Principles of design for physical facilities for controlling traffic movement;
- Mathematics as applied to engineering work, including algebra, geometry, trigonometry and calculus;
- Statistics as applied to traffic engineering data, including compilation, analysis and presentation;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

### **Ability to**

- Perform professional design, drafting and mapping with skill, both manually and using GIS/CAD and other automation systems as appropriate;



- Prepare working plans and drawings for traffic signal channelization and striping, street lighting and other traffic installations;
- Compile, analyze and apply engineering data;
- Operate office and other equipment including a computer, scientific calculator, fax machine, blueprint machine, copier, computer tools and drafting instruments, etc;
- Understand and carry out oral and written directions;
- Communicate effectively orally and in writing;
- Exercise tact and diplomacy relative to public inquiries and requests for information;
- Establish and maintain effective relationships with co-workers, other City employees, individuals from outside agencies and the public;
- Read and understand technical reports, maps, drawings, specifications, etc.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as drafting and the use of calculators. Tasks require color and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Associate Engineer.

## **ESTABLISHED/REVISED DATE:**

Revised Date: September 1998

Department Review Date: July 2022

Department Review Date: January 2023

Department Review Date: April 2024

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**SUBJECT: DENY PROTEST OF ELIGIBLE LIST FOR WAREHOUSE SUPERVISOR**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

**BACKGROUND**

At your meeting of December 11, 2023, your Honorable Body approved the ordering of the Warehouse Supervisor examination to be conducted on an open basis. The Warehouse Supervisor exam was ordered as an oral interview (weighted 100%). The recruitment period for this position started on December 13, 2023, and closed on January 3, 2024. There were eighty (80) applications received. Thirty (30) candidates were invited to the oral interview and sent notice to self-schedule their interview time. Twenty-six (26) candidates self-scheduled for the interview process and all the candidates who self-scheduled, appeared for their virtual interview on January 25, 2024.

On January 26, 2024, candidate Inez submitted a protest to the Civil Service Manager regarding the interview process for Warehouse Supervisor. He specially expressed concern over the interviewers who would be rating his interview. The Civil Service Manager denied his protest and he submitted a protest to the Civil Service Commission for consideration. On, February 26, 2024, the Civil Service Commission approved his protest. Candidate Inez interviewed on March 11, 2024. The eligible list was promulgated on March 13, 2024.

On March 24, 2024, Candidate David Inez submitted a subsequent protest to the Civil Service Commission regarding the eligible list for Warehouse Supervisor (Attachment A). Mr. Inez's protest is in regard to the interviewers that rated him during his interview on March 11, 2024.

**ANALYSIS**

On January 25, 2024, the oral interviews for Warehouse Supervisor were conducted with two panels with two raters on each panel. Prior to participating in the interview, Candidate Inez expressed concern with the raters assigned to his panel. Candidate Inez stated that he was concerned because the raters were City employees and was especially concerned about Management employees from his own Department. Given that candidates have the right to request that raters be removed from an interview panel if they feel that they cannot be rated objectively, Human Resources granted his request and rescheduled Candidate Inez for his interview with different raters on a different day. When contacted to conduct his rescheduled interview, Candidate Inez made the decision to protest the oral interview process at that time. In his initial protest, Candidate Inez stated "I cannot participate in any special interviews with a panel specifically for me alone as this would also be another unfair hiring practice." The protest was heard by the Civil Service Commission on February 26, 2024. During the commission meeting, Candidate Inez stated that he would have been fine with the other two internal raters that were not from his Department. The Civil Service Commission approved Candidate Inez's protest and he was given the opportunity to interview.

On March 11, 2024, Candidate Inez was interviewed by two raters, one rater from the City of Long

Beach and one rater from the City of Torrance Finance Department. Human Resources reached out to the outside agency raters that originally stated they would assist with Mr. Inez's interview. However, due to external raters' scheduling conflicts, Human Resources was only able to procure one outside rater. Given that on February 26, 2024, Candidate Inez stated to the Commission that he would have been fine with internal raters as long as they weren't from his Department, Human Resources requested assistance from an internal rater to complete the panel. The internal rater was from the City of Torrance Finance Department and had previously assisted in one of the interview panels that took place for the position on January 25, 2024. On March 11, 2024, Candidate Inez reviewed the list of raters prior to his interview, but did not express any concerns with the raters, and participated in his interview. Human Resources was not made aware that Candidate Inez still had concerns about the make-up of the interview panel since no protest was received from Candidate Inez after the interview panel nor during the interview panel appeal period. Nonetheless, Candidate Inez submitted a protest after the eligible list had been promulgated and scores had been sent.

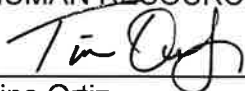
Candidate Inez's protest notes that he was among the top five on the previous eligible list for Warehouse Supervisor. The previous Warehouse Supervisor recruitment was conducted in 2021, was comprised of a candidate pool of forty-four (44) applicants with ten (10) applicants who were deemed qualified for the position. The eligible list was promulgated with nine candidates. The current recruitment (2023) yielded a candidate pool of eighty-four (84) applicants and thirty (30) applicants were deemed qualified for the position. The eligible list was promulgated with twenty-two (22) candidates. There was a bigger pool of competition in the 2023 recruitment and therefore should not be compared to a previous eligible list that had less candidates.

The components that were rated for this position are preparation for the position, decision-making skills, and judgement skills, as well as their technical knowledge in warehousing. This position is a supervisory position and therefore the panel is rating the candidate's readiness to step into this position as a supervisor as well. Based on these criteria and the rating sheets completed by the raters (Attachment B), Candidate Inez's responses to the questions were rated as average and he was not able to demonstrate that he was ready to promote into the position without needing further training/experience (Attachment C).

In conclusion, based on the analysis of the information provided, staff recommends that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor and the appellant's request to re-conduct all the interviews.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi  
Human Resources Director

NOTED:



Brianne Cohen  
Civil Service Manager

- Attachments:
- A. Warehouse Supervisor eligible list protest submitted by Candidate David Inez
  - B. Candidate Inez's interview rating sheets (Commission only)
  - C. Rater Worksheet

Hello Civil Service Commission

My name is David Inez and I've worked in the Fleet warehouse for 18 years. And here is my reason for protesting this list in a short description and also please allow me to provide a time line to help you better understand this issue as it's complicated and needs to be addressed

I recently went to civil service commission to protest all of the interviews because they were being given by city of Torrance staff and city of Torrance management. Though I was allowed to interview with special raters from the outside after a 4-3 vote from the council I was almost voted to be ineligible to apply and was met with hostility by members of the commission. I did not expect to protest something in order to write a wrong for all future candidates would result in me possibly losing eligibility in having that go up to a vote.

When I went to interview it was nice to see one rater was from Long Beach but I was very disappointed to see that the other rater was a city of Torrance employee who was a business manager for the finance department. I went forward with the interview feeling like I was forced into it because if I protest again I could be possibly voted ineligible. During said interview I needed clarification and both of the interviewers could not provide any additional information as they were not familiar with what they were asking about. Then after the results I was placed 20th out of 27.

Here is additional information

- In 2019 my supervisor of 16 + years retired leaving his position vacant. 3 of us worked directly under him, myself with currently 17 years seniority, Cindy Russel who has 25 years seniority and Larry Basile who has 36 years seniority in this warehouse
- myself and two other storekeepers mentioned rotated move up for the warehouse supervisor in 3 month rotations for over a year
- myself and two other storekeepers mentioned then all applied for the warehouse supervisor position
- all 3 of us were interviewed for the eligibility list by raters from other municipalities and all of the raters were peers in our profession, they were warehouse storekeepers and warehouse supervisors if I recall they were from the city of Carson and Culver City.
- all 3 of us made the top 5 in the eligibility list. We placed 1, 2 and 4
- all 3 of us were passed over and they chose to hire from the outside
- the person they chose only lasted a short period before moving on leaving the position vacant again.
- we all applied for the vacant position of warehouse supervisor again.
- this time around, unlike the last time our interviewers for the eligibility list were city of Torrance employees that were management of the hiring department.

ATTACHMENT A

- I protest the interview and its taken the civil service commission and im allowed another interview. after this and before the interview the union meets with HR and its agreed that interviews shouldn't be city staff or management and should definitely be a professional within similar scopes of work to qualify.

When I was originally scheduled to interview for this position I was only offered an interview panel of city staff that was not qualified to interview and Management from within the department that was hiring. I invoked my candidates rights because to get another panel.

After I got another panel which also included city management which I originally protested and I was well that's it submitiesitant to protest again because I was almost voted into ineligibility I was then placed 20th on the list of 27 my other two coworkers we're 12th and 22nd. In short when we were interviewed by other professionals from the outside we all made the top five when we were interviewed by city staff that were not professionals in our work and were managers none of us made the top 10. I wish to be heard by the civil Service Commission and I wish these interviews to be all redone no matter how difficult it is to accomplish it is imperative that these things are done correctly and fairly. It is not equitable for anybody to be applying when city management has their hands in the original interviewing process for eligibility list

# CITY OF TORRANCE HUMAN RESOURCES RATER'S WORKSHEET

POSITION TITLE: \_\_\_\_\_

**This form is only for your convenience in scoring and ranking candidates. It is not mandatory to complete. Write the name of each candidate opposite the percentage which best expresses your evaluation of his/her fitness for the job. You can alter this form after you have interviewed each of the candidates or on completion of the interviews after you have compared your ratings with those of fellow raters.**

**90 – 100 OUTSTANDING**

CANDIDATE DEMONSTRATES EXCEPTIONAL QUALITIES AND WOULD PERFORM ALL REQUIRED DUTIES IN AN EXTREMELY COMPETENT MANNER.

**80 – 89 ABOVE AVERAGE:**

CANDIDATE WOULD PERFORM MOST REQUIRED DUTIES COMPETENTLY, AND SOME REQUIRED DUTIES IN AN ADEQUATE MANNER.

**70 – 79 AVERAGE:**

CANDIDATE WOULD PERFORM MOST DUTIES IN AN ADEQUATE MANNER. WOULD PERFORM SOME DUTIES IN A WAY THAT INDICATES THE NEED FOR FURTHER TRAINING/EXPERIENCE.

**65 NOT RECOMMENDED**

CANDIDATE IS NOT QUALIFIED AT THIS TIME. CANDIDATE DOES NOT DEMONSTRATE SUFFICIENT LEVEL OF KNOWLEDGE AND SKILLS TO SUCCESSFULLY PERFORM MANY REQUIRED DUTIES, ALTHOUGH MAY PERFORM SOME DUTIES ADEQUATELY.

100	84
99	83
98	82
97	81
96	80
95	79
94	78
93	77
92	76
91	75
90	74
89	73
88	72
87	71
86	70
85	
65	

RATER'S NAME: \_\_\_\_\_

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**SUBJECT: DENY PROTEST OF THE ELIGIBLE LIST FOR WAREHOUSE SUPERVISOR**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

**BACKGROUND**

At the Civil Service Commission meeting of December 11, 2023, your Honorable Body approved the ordering of the Warehouse Supervisor examination to be conducted on an open basis. The Warehouse Supervisor exam was ordered as an oral interview (weighted 100%). The recruitment period for this position started on December 13, 2023, and closed on January 3, 2024. There were eighty (80) applications received. Thirty candidates were invited to the oral interview and sent notice to self-schedule their interview time. Twenty-six (26) candidates self-scheduled for the interview process and all the candidates who self-scheduled appeared for their virtual interview. The eligible list was promulgated with twenty-two (22) candidates on March 13, 2024.

On March 23, 2024, Candidate Cindy Russell submitted a protest to the Civil Service Commission regarding the eligible list for Warehouse Supervisor (Attachment A). Candidate Russell's protest is in regards to the interviewers that assessed the candidates in the interview process.

**ANALYSIS**

Candidate Russell participated in the oral interview process for Warehouse Supervisor on January 25, 2024. Human Resources did not receive a protest during the interview panel appeal period. Candidate Russell was sent her interview results on March 13, 2024. She submitted a protest on March 23, 2024 stating her concern regarding the raters on the interview panel.

Due to the number of candidates being interviewed, there were two interview panels administered with two interviewers per panel. The City's practice, when procuring raters, is to reach out to outside agencies to request assistance with interviewers for the interview panel(s). The request for interviewer assistance was originally sent to outside agencies at the end of December 2023. The original date for the interviews was scheduled for January 18, 2024. The request went out several times for assistance, however we received no response or, if responded, they responded stating they could not help on that day. As the date moved closer to January 18, 2024 and no external raters were secured, Human Resources rescheduled the interview date to January 25, 2024, to allow time to procure raters from within the City of Torrance to assist with this process. Another notice was also sent out to outside agencies requesting assistance for January 25, 2024. Again, Human Resources did not receive a positive response for assistance from the outside agencies, however we were able to procure four raters from within the City of Torrance.

On the day of the interview, Candidate Russell was provided with a notice at the beginning of the interview process which allows the candidate to see who will be rating them (Attachment B). The candidate has the right to request an interviewer be removed from the panel, however Candidate Russell did not report a concern to Human Resources prior to the start of her interview regarding the



two raters that were rating her that day (Attachment C). If she had an issue with the raters, she should have notified Human Resources so that it could've been addressed at that time. Nonetheless, Candidate Russell submitted a protest to the eligible list after interview results were released.

Candidate Russell states that in her previous experience, interview panels were comprised of raters who are subject matter experts from other agencies. While this is true; in recent years it has become more common practice for Human Resources to utilize raters from within the City due to non-response/non-assistance from outside agencies upon requesting assistance. Human Resource utilizes City employees to rate on panels when there is a challenge to provide outside agency raters. Human Resources will procure at least one subject matter expert on the interview panel to ensure that there is knowledge and understanding of the position being interviewed. Human Resources and other outside agencies will typically request assistance by sending a copy of the job description to the agency so they are aware of the duties and requirements of the position. This will assist the outside agency in procuring an interviewer from their agency who is considered a subject matter expert. Since the examination interview process is broad in nature and assesses a candidate's knowledge, skills, and abilities at entry into the position, all the raters do not need to have specific knowledge of the position, but a broad understanding of the position. When needed, raters are also provided answers to the questions when they may be specific or technical in nature to assist them in their assessment of the candidate's responses to the questions. The answers, when provided to the interviewers, may be in the form of actual correct answers or guides to the type of response that the candidate should address in their answer. Lastly, the raters are provided with an orientation by both Human Resources and the Hiring Manager and are given an opportunity to ask questions during that time frame to get a better understanding of what is being assessed during this process.


The interviewers are also asked during the orientation, if they have a conflict with any of the candidates. A conflict would include anything that would preclude the interviewer from rating the candidate objectively including knowing the candidate personally or at a direct supervisor capacity. Interviewers will notify Human Resources if there is a conflict and they cannot rate the candidate objectively and will recuse themselves from the interview. If there is a conflict from the interviewer or candidate, Human Resources will address it to ensure an impartial process.

Candidate Russell's protest notes that she was among the top five on the previous eligible list for Warehouse Supervisor. The previous Warehouse Supervisor recruitment that was conducted in 2021, was comprised of a candidate pool of forty-four (44) applicants with ten (10) applicants who were deemed qualified for this position. The eligible list was promulgated with nine (9) candidates. The current recruitment in 2023 yielded a candidate pool of eighty-four (84) applicants and thirty (30) applicants who were deemed qualified for the position. The eligible list was promulgated with twenty-two (22) candidates. There was a bigger pool of competition in the 2023 recruitment and therefore should not be compared to a previous eligible list that had less candidates.

In conclusion, based on the analysis of the information provided, staff recommends that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor and the appellant's request to re-conduct all the interviews.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By  \_\_\_\_\_  
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi  
Human Resources Director

NOTED:



Brianne Cohen  
Civil Service Manager

- Attachments: A. Warehouse Supervisor eligible list protest submitted by Candidate Cindy Russell  
B. Rater Panel Lobby Notice  
C. Candidate's Rights Notice

## Cohen, Brianne

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**From:** Russell, Cindy  
**Sent:** Saturday, March 23, 2024 11:50 PM  
**To:** Civil Service Commission  
**Cc:** David Inez  
**Subject:** RE: Protest to Warehouse Supervisor eligible list

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Brianne,

This is to protest the eligible list for the Warehouse Supervisor position posted on December 14, 2023.

First I'd like to point out that for the Warehouse Supervisor posting of October 2021, I and two other in-house applicants were interviewed by an outside panel consisting of employees which declared their experience in municipal warehouse operations. After all the scoring was completed and the eligible list published, we rated numbers 1, 2, and 4.

This time around, certain long standing protocols were not followed, which is why I believe that knowledgeable, dedicated, and loyal in-house employees were prevented from scoring high enough to compete with outside applicants in the hiring process. This information, along with the following points, render the process suspect:

1. The panels were comprised of City of Torrance employees; 2 managers from the hiring department and 2 employees from Human Resources, when the City has a long standing history of using outside panelists
2. None of these panel interviewers declared background, exhibited knowledge or experience in the intricacies of municipal warehouse operations.
3. Most of the questions asked were about warehouse operations. If the answers given by the applicants did not contain the key words or phrases listed on their Q & A sheet, how would a panel interviewer with no experience in municipal warehousing discern if their answers fit the criteria?
4. These panel interviewers would know which applicants were City employees, giving an unfair advantage to outside applicants, if the department's intention is to avoid hiring from within.
5. The panel interview should have been voided and redone when the Civil Service Commission voted in favor of the Union President's protest, but was not. If the process was deemed unfair to one, it should have been deemed unfair to all.

I am convinced that if the City would have produced qualified panelists from other municipalities, the in-house applicants would not have been denied the fair and impartial panel interviews that the outside applicants had.

To close, I and the two in-house applicants spoken of earlier have more than 70 years of experience in the field of warehousing. I personally have in excess of 30 years in warehousing, more than 10 years of documented experience supervising employees, and have been performing administrative, storekeeping, and supervisory duties for the majority of my 25+ years in the City of Torrance warehouse, rating #2 on the last eligible list. I am a woman who has worked extremely hard for many years gaining the respect of my blue collar coworkers and proving my expertise in warehouse operations and customer service to the managers, supervisors and fellow employees within my own department as well other departments throughout the City. Despite all that, in 2021 our department opted to pass me over for the outside applicant.

Respectfully,



**CINDY RUSSELL**

Storekeeper

General Services

☎ 310-781-6992

@ CRussell@TorranceCA.Gov

📍 3031 Torrance Blvd | Torrance, CA 90503

🌐 [TorranceCA.Gov](http://TorranceCA.Gov) | [Facebook](#) | [Twitter](#) | [Instagram](#)

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# **CITY OF TORRANCE**

## **WAREHOUSE SUPERVISOR**

**PANEL INTERVIEWS**  
**THURSDAY, JANUARY 25, 2024**

**CARLOS ROMERO**  
*CENTRAL SERVICES SUPERVISOR*  
*CITY OF TORRANCE*

**KRYSTLE COVARRUBIAS**  
*SENIOR BUSINESS MANAGER*  
*CITY OF TORRANCE*

**GERARDO PINELA**  
*FACILITY OPERATIONS MANAGER*  
*CITY OF TORRANCE*

**ANAID NAVARRO**  
*PRINCIPAL HUMAN RESOURCES ANALYST*  
*CITY OF TORRANCE*



# CITY OF TORRANCE

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Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**SUBJECT: DENY PROTEST OF THE ELIGIBLE LIST FOR WAREHOUSE SUPERVISOR**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor.

**BACKGROUND**

At the Civil Service Commission meeting of December 11, 2023, your Honorable Body approved the ordering of the Warehouse Supervisor examination to be conducted on an open basis. The Warehouse Supervisor exam was ordered as an oral interview (weighted 100%). The recruitment period for this position started on December 13, 2023, and closed on January 3, 2024. There were eighty (80) applications received. Thirty candidates were invited to the oral interview and sent notice to self-schedule their interview time. Twenty-six (26) candidates self-scheduled for the interview process and all the candidates who self-scheduled appeared for their virtual interview. The eligible list was promulgated with twenty-two (22) candidates on March 13, 2024.

On March 22, 2024, Candidate Larry Basile submitted a protest to the Civil Service Commission regarding the eligible list for Warehouse Supervisor (Attachment A). Candidate Basile's protest is in regards to the raters (interviewers) that assessed the candidates in the interview process.

**ANALYSIS**

Candidate Basile participated in the oral interview process for Warehouse Supervisor on January 25, 2024. Human Resources did not receive a protest during the interview panel appeal period. Candidate Basile was sent his interview results on March 13, 2024. He submitted a protest on March 22, 2024 stating his concern regarding the raters on the interview panel.

Due to the number of candidates being interviewed, there were two interview panels administered with two interviewers per panel. The City's practice, when procuring raters, is to reach out to outside agencies to request assistance with interviewers for the interview panel(s). The request for interviewer assistance was originally sent to outside agencies at the end of December 2023. The original date for the interviews was scheduled for January 18, 2024. The request went out several times for assistance, however, we received no response or, if responded, they responded stating they could not help on that day. As the date moved closer to January 18, 2024 and no external raters were secured, Human Resources rescheduled the interview date to January 25, 2024, to allow time to procure raters from within the City of Torrance to assist with this process. Another notice was also sent out to outside agencies requesting assistance for January 25, 2024. Again, Human Resources did not receive a positive response for assistance from the outside agencies, however, we were able to procure four raters from within the City of Torrance.

On the day of the interview, Candidate Basile was provided with a notice at the beginning of the interview process which allows the candidate to see who will be rating them (Attachment B). The candidate has the right to request an interviewer be removed from the panel, however Candidate Basile did not report a concern to Human Resources prior to the start of his interview regarding the two raters

that were rating him that day (Attachment C). If he had an issue with the raters, he should have notified Human Resources so that it could've been addressed at that time. Nonetheless, Candidate Basile submitted a protest to the eligible list after interview results were released.

Candidate Basile states that in his previous experience, interview panels were comprised of raters who are subject matter experts from other agencies. While this is true; in recent years it has become more common practice for Human Resources to utilize raters from within the City due to non-response/non-assistance from outside agencies upon requesting assistance. Human Resource utilizes City employees to rate on panels when there is a challenge to provide outside agency raters. Human Resources will procure at least one subject matter expert on the interview panel to ensure that there is knowledge and understanding of the position being interviewed. Human Resources and other outside agencies will typically request assistance by sending a copy of the job description to the agency so they are aware of the duties and requirements of the position. This will assist the outside agency in procuring a rater from their agency who is a subject matter expert. Since the examination interview process is broad in nature and assesses a candidate's knowledge, skills, and abilities at entry into the position, all the raters do not need to have specific knowledge of the position, but a broad understanding of the position. When needed, raters are also provided answers to the questions when they may be specific or technical in nature to assist them in their assessment of the candidate's responses to the questions. The answers, when provided to the interviewers, may be in the form of actual correct answers or guides to the type of response that the candidate should address in their answer. Lastly, the raters are provided with an orientation by both Human Resources and the Hiring Manager and are given an opportunity to ask questions during that time frame to get a better understanding of what is being assessed during this process.

The interviewers are also asked during the orientation if they have a conflict with any of the candidates. A conflict would include anything that would preclude the interviewer from rating the candidate objectively including knowing the candidate personally or at a direct supervisor capacity. Interviewers will notify Human Resources if there is a conflict and they cannot rate the candidate objectively and will recuse themselves from the interview. If there is a conflict from the interviewer or candidate, Human Resources will address it to ensure an impartial process.

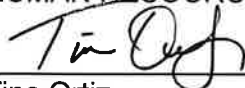
Candidate Basile's protest notes that he was among the top five on the previous eligible list for Warehouse Supervisor. The previous Warehouse Supervisor recruitment that was conducted in 2021, was comprised of a candidate pool of forty-four (44) applicants with ten (10) applicants who were deemed qualified for this position. The eligible list was promulgated with nine (9) candidates. The current recruitment in 2023 yielded a candidate pool of eighty-four (84) applicants and thirty (30) applicants who were deemed qualified for the position. The eligible list was promulgated with twenty-two (22) candidates. There was a bigger pool of competition in the 2023 recruitment and therefore should not be compared to a previous eligible list that had less candidates.



In conclusion, based on the analysis of the information provided, staff recommends that your Honorable Body deny the protest of the eligible list for Warehouse Supervisor and the appellant's request to re-conduct all the interviews.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachments: A. Warehouse Supervisor eligible list protest submitted by Candidate Larry Basile  
B. Rater Panel Lobby Notice  
C. Candidate's Rights Notice

To whom it may concern,

My Name is Larry Basile I have been an auto parts storekeeper in the warehouse with the city of Torrance for 36 years

There are two other internal applicants also in the warehouse that Have both been with the city for 20 plus years and all three of us (over 50 years old) are directly in line for this position. A couple of years ago when we applied and interviewed, we had raters that were within our profession and not fellow city of Torrance workers all three of us made it within the top 5 list, I myself made #1 and the other internal candidates in the warehouse made #2 and #4 yet we were all passed over for a younger applicant that has since left.

The job became available again and even though there were 3 people directly in line for this position it was opened to the outside again. After interviewing with internal raters who knew nothing of the job every single internal applicant did not even make the list (not even in the top 10) and I feel I must protest the results.

The job became available again and even though there were 3 people directly in line for this position it was opened to the outside again. After interviewing with internal raters who knew nothing of the job every single internal applicant did not even make the list (not even in the top 10) and I feel I must protest the results. First off, the specter of age discrimination is there. Secondly, a panel made up of people who have no knowledge of warehousing is not appropriate. Last of all is the inherent bias in using city employees as testing agents, especially ones having prior direct interaction with the internal applicants. My resolution to this is to re-test using a blind panel made up of outsiders, and stop the practice of using in-house raters. Larry Basile

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## **WAREHOUSE SUPERVISOR**

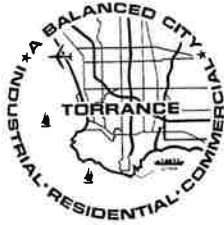
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